



DAVID SANDERS, PH.D.
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place – Los Angeles, California 90020
(213) 351-5602

Board of Supervisors

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Fifth District

October 26, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Michael D. Antonovich, Chair Pro Tem
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: David Sanders, Ph.D.
Director

APRIL 26, 2005 BOARD AGENDA ITEM # 22: REFUGIO PARA NIÑOS MONTHLY REPORT

As the Department of Children and Family Services (DCFS) has been charged with providing monthly reports of Refugio Foster Family Agency (Refugio) to the Board, the following summarizes the monitoring visit conducted by DCFS, Out-of-Home Care Management Division (OHCMD), and fiscal reports from the Auditor-Controller and DCFS Fiscal Monitoring and Special Payments Section, which outline the activities for September 2005.

FISCAL ISSUES

The DCFS Fiscal Monitoring and Special Payments Section reported that Refugio submitted its September monthly expenditure report timely, and there were no issues to report.

On October 18, 2005, the Auditor-Controller's Office (A-C) informed DCFS that, in accordance with the Corrective Action Plan contained in the current Contract with Refugio, they are currently conducting a fiscal review of the agency. Therefore, they will not be issuing a report this month.

Refugio's monthly expenditure report is attached (Attachment 1).

DCFS MONITORING

On October 17, 2005, the OHCMD Monitor assigned to Refugio spoke with Refugio's Chief Executive Officer (CEO) who stated that there are 287 foster children currently in placement and the agency has 105 certified foster parents. The CEO further stated that one of Refugio's supervisors, Cynthia Jones, has been promoted and is now Refugio's Administrator, and that the Clinical Director is no longer employed by the agency.

On the same date, the CEO stated the A-C Countywide Contract Monitoring Division initiated a program audit of Refugio on October 3, 2005 that is ongoing. For this reason, on October 13, 2005, the OHCMD requested that the A-C Countywide Contract Monitoring Division provide us with preliminary findings of its review. On October 17, 2005, the A-C Principal Accountant-Auditor whose Division will be conducting a fiscal audit of the agency, responded via email it would not be available in time to be included with this report. Therefore, the A-C Principal Accountant-Auditor will be issuing his report on their audit to the Board separately. As Refugio has historically been programmatically compliant with prior contracts and the A-C is reviewing the fiscal matters, the monitoring focused on safety issues that relate to performance and the structure of its Board of Directors.

SAFETY

On October 11, 2005, Refugio submitted a CAP with regard to the OHCDM September 19, 2005 monitoring report recommendations. The CAP was approved as submitted. A copy of the CAP is attached (Attachment II).

DCFS researched OHCMD's I-track database and CWS/CMS for Child Protection Hotline (CPHL) referrals and Special Incident Reports (SIRs) from September 15, 2005 to October 15, 2005. There were no CPHL referrals during this reporting period.

Refugio FFA has been reporting special incidents in accordance with the reporting requirements as stipulated in the contract, Section 10.0, Program Reporting Requirements. During our review, we noted there were five SIRs received:

- One SIR indicated that a 16-year-old child accepted a ride from a male friend instead of taking public transportation. While in transit, they were stopped by Los Angeles County Sheriff as the car had been reported stolen. After questioning, the child was released to the foster mother and no charges were filed against the child. Refugio reported the incident in a timely manner, it was appropriately handled, and it did not require a referral to the CPHL.
- The second SIR indicated that a four-year-old child experienced trouble breathing, was taken to the doctor who advised the foster mother to take the child to the hospital. At the hospital, the child was given oxygen and later released. The foster

parents acted appropriately by taking the child to the doctor and the hospital. Refugio reported the incident in a timely manner, it was appropriately handled, and it did not require a referral to the CPHL.

- The third SIR concerned a 16-year-old child who was suspended from school, as she was involved in a physical altercation with a fellow student. Refugio reported the incident in a timely manner, it was appropriately handled, and it did not require a referral to the CPHL.
- The fourth SIR involved a 14-year-old child who suffocated her pet hamster. The child was taken to her regular therapy session and seen by her therapist. The child was determined to be a danger to herself and/or others and taken to the psychiatric hospital for evaluation. The foster mother acted appropriately and reported the incident to Refugio. Refugio reported the incident in a timely manner, it was appropriately handled, and it did not require a referral to the CPHL.
- The fifth SIR involved an 11-year-old child who was suspended from school for bringing a toy gun. Refugio reported the incident in a timely manner and it did not require a referral to the CPHL.

Our current review indicates that the kinds of incidents reported are not unusual. Refugio is acting properly by reporting the serious incidents in a timely manner. As there were no CPHL referrals, no trends of abuse/neglect were noted.

BOARD STRUCTURE

Refugio's CAP requires that the agency's Board of Directors consist of seven members at all times.

- On October 17, 2005, Refugio's CEO reported that their Board has seven members, which complies with the CAP (Exhibit U). This was confirmed as Refugio provided OHCMD with a current Board Members' list.
- Refugio held a Board meeting on September 1, 2005. A review of the Board meeting minutes reflect that the Board reviewed SIRs as required by Title 22, Foster Family Agencies Regulations. A copy of the Board meeting minutes is attached (Attachment III).

CONCLUSION

It appears that Refugio has made significant strides in complying with the CAP. The agency is cooperating with the DCFS Finance Section to ensure monthly expenditure reports are submitted timely, they are financially stable, and the recommendations made by the OHCMD are being implemented. **Given Refugio's ongoing compliance**

and cooperation/willingness to address concerns, we are requesting that the monthly report to the Board of Supervisors be decreased to a semi-annual report. Although Refugio is cooperating with the A-C and DCFS, the alternative plan of action remains the same as follows, if needed:

Alternative Plan of Action

- Every effort will be made to maintain the children with the same foster parents to avoid placement disruption.
- CSWs who have children placed with Refugio will be instructed to make immediate and regular visits of the children in the Refugio foster homes. If the children's safety is in question, the CSWs will take appropriate action that may include replacing the children.
- The Refugio foster parents will be informed immediately by telephone and letter of the pending termination of the contract with Refugio and the County's plan to review various options with them regarding their ability to continue care of DCFS children placed with them.
- In collaboration with Community Care Licensing (CCL), a meeting will be scheduled immediately with all foster parents where they will be informed of their options to associate themselves with another Foster Family Agency or become licensed foster parents with the State.
- The foster parents will be told to continue to utilize the services of their Agency social worker. If they are not receiving the services from Refugio and/or if safety situations arise, they will be instructed to contact the child's CSW immediately.
- During this entire process, DCFS will be working closely with CCL to consider various options, such as certifying foster parents pending licensure or certification; in the event, the contract with Refugio requires immediate termination.

If you have any questions please call me, or your staff may contact Helen Berbarian, Board Relations Manager at (213) 351-5530.

DS:LP:ES
EH:dv

Attachments

c: Chief Administrative Officer
County Counsel
Board of Supervisors Executive Officer

ATTACHMENT I

EXHIBIT E

**DEPARTMENT OF CHILDREN AND FAMILY SERVICES
FOSTER FAMILY AGENCY SEMI-ANNUAL REVENUE AND EXPENDITURE SUMMARY**

Agency Name: REFUGIO PARA NINOReport Period: September 2005Agency Address: 100 N. Citrus St. Suite 205, West Covina, CA 91791 - 1614Contact Person: Tomas Fernandez - CEOPhone: (626) 856-8684**A. REVENUES:****Sources**

(4) Total for Months (5) Year-to-Date

	(4) Total for Months	(5) Year-to-Date
1 AFDC-FC FFA Revenues	\$ 472,384.00	\$ 4,458,275.61
2. Other Governmental Revenues (Interest, Gain/Losses on Inv.)	\$ 1,667.93	\$ 50,479.66
3. Total Revenues	\$ 474,051.93	\$ 4,509,755.27

B. CONTRACT EXPENDITURES

Expenditure Categories	1 Allowable	2 Unallowable	3 Personal	(4) Total for 8 Months (Sum of Co. 1	(5) Year-to-Date
1. Administrative Payroll (Total)					
a. Executive Director's Salary	9,118.00	-	-	9,118.00	82,062.00
b. Clinical Director's Salary	-	-	-	-	43,060.00
c. Administrator Salary					
d. Other Administrative Salaries	29,803.84	-	-	29,803.84	372,180.42
2. Recruitment Payroll					
3. Training Payroll	136.99	-	-	136.99	2,851.64
4. Administrative Contracts					
5. Telephone and Telegraph	4,899.17	-	-	4,899.17	41,590.49
6. Postage and Freight	352.35	-	-	352.35	9,392.01
7. Office Supplies	4,002.37	-	-	4,002.37	45,122.18
8. Conferences, Meetings					11,030.89
9. Memberships, Subscriptions/Dues	1,944.00	-	-	1,944.00	9,943.01
*10. Printing & Publications	351.17	-	-	351.17	5,014.30
*11. Bonding, Insurance Premiums	21,366.46	-	-	21,366.46	95,387.92
12. Advertising	7,905.51	-	-	7,905.51	45,538.12
13. Miscellaneous	58,120.23	-	-	58,120.23	543,820.89
Subtotal	138,000.09	-	-	138,000.09	1,307,992.87

Expenditure Categories	1 Allowable	2 Unallowable	3 Personal	(4) Total for 6 Months (Sum of Co. 1	(5) Year-to-Date
14. Building and Equipment Payroll					
15. Building Rents and Leases	6,803.32	-	-	6,803.32	112,590.05
16. Principal and Interest				-	-
17. Property Appraisal Fees				-	-
18. Property Taxes	-			-	-
19. Equipment and Property Ins.				-	-
20. Utilities				-	719.76
21. Building Maintenance	113.69			113.69	12,530.12
22. Building & Equipment Contracts				-	-
23. Building & Equipment Supplies	4,079.87			4,079.87	50,793.68
24. Equipment Leases	2,470.53			2,470.53	20,721.12
25. Depreciation Expenses				-	-
26. Non-Depreciable Equipment	-			-	4,757.11
27. Building & Equipment Misc.				-	-
28. Vehicle Leases				-	-
29. Vehicle Depreciation				-	-
30. Vehicle Operating Costs	5,726.01			5,726.01	26,008.15
Subtotal	19,193.42	-	-	19,193.42	230,120.00

31. Total Paid to CFH	184,444.31	-	-	184,444.31	1,973,630.17
32. Other Child Related Costs	9,464.74	-	-	9,464.74	90,857.16
33. Social Worker Payroll	87,545.79	-	-	87,545.79	955,981.53
34. Social Worker Contracts	-	-	-	-	-
Subtotal	281,454.84	-	-	281,454.84	3,021,668.86

35. Total Expenditures	438,648.35	4,559,781.73
36. Excess Revenues / Expenditures in Excess of Revenues	33,735.85	(100,506.12)
37. Less: Revenues from Other Governmental Sources	1,667.93	50,479.86
(Section A, Line 2, Column 4)		
38. Unexpended AFDC-FC-FFA Funds/Expenditures in Excess of AFDC-FC FFA Revenues	35,403.68	(50,026.46)

C. Briefly describe services rendered during the reporting period as required in the Agency's Program Statement

A	Our Program provide the special services needed to nurture children to their fullest mental, emotional and spiritual development
B	RPN's Management and Social Workers worked with all Foster Parents access resources, coordinate services and create an individualized treatment plan for each child.
C	RPN assists and support all Foster Parents in providing foster children's emotional and financial care towards the goal of healthy development of a child.

D. Please indicate any difficulties encountered rendering services and/or complying with the Program Statement. Please indicate any such differences that could jeopardize the timeliness of placement or care provided to a child.

- Due to the fire in the building (4th floor) on the week-end of July 4, 2005, almost half of the whole 2nd floor where "water damaged". We where forced to relocate the departments affected with other departments, re-wire computers & telephones in order to perform their dally job. Some of our Social Workers are working temporarily in our Rancho Office. We are expecting to move back on Oct. 11, 2005.

I hereby certify to the best of my knowledge, under penalty of perjury, that the above is true and correct, that all amounts are traceable to Agency accounting records, and that all AFDC-FC monies received for the purposes of this program were spent in accordance with the agreement and all applicable Federal, State and County laws and regulations. Falsification of any amount disclosed herein shall constitute a false claim pursuant to the California Government Code, Section 12650 et seq.



Executive Director

10/12/05
Date

Accounting Cycle = Calendar Year

Begins: January 2005 Ends: December 2005

Accounting Basis: = Accrual

MISCELLANEOUS ACCTS

	MONTHLY	CUMULATIVE
Executive Pension	-	2,500.00
Payroll Taxes	13,695.20	122,247.71
Health Insurance	19,271.86	154,983.19
Workers Comp	5,052.05	46,000.64
Employee Pension	2,389.16	38,801.92
Accounting & Prof.	1,120.00	23,553.14
Consultant Expense	420.14	2,570.14
Legal Fees	15,701.01	136,294.58
Administrative Expenses	334.06	723.91
Bank Fees	136.75	1,247.71
Continuing Ed	-	453.99
Penalties	-	300.00
Taxes & Licenses	-	14,252.98
TOTAL	<u>58,120.23</u>	<u>543,828.89</u>

ATTACHMENT II

DAVID SANDERS, PH.D.
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
426 Shatto Place – Los Angeles, California 90020
(213) 351-5802

Board of Supervisors
GLORIA MOLINA
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YVONNE B. BURKE
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DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

October 12, 2005

Tomás Fernández, COO
Refugio Para Niños Foster Family Agency
100 N. Citrus Street, Suite 205
West Covina, Ca. 91791

CORRECTIVE ACTION PLAN (CAP) APPROVAL LETTER

Dear Mr. Fernández:

On October 11, 2005, the Out-of-Home Care Management Division (OHCMD) received the CAP requested on September 19, 2005, with regard to our monitoring of your agency. The CAP was reviewed and approved as submitted.

The OHCMD will conduct a follow up review in the near future to ensure that the recommendations made in our September 19, 2005 report have been fully implemented.

Thank you for your cooperation during the monitoring process. If you have any questions please call me at (826) 569-6820 or Dario Villamarin, Monitor at (626) 569-6827.

Cordially,

A handwritten signature in dark ink, appearing to read "N. Figueroa", is written over a horizontal line.

Néstor Figueroa, Manager
Out-of-Home Care Management Division

REFUGIO PARA NINOS**BOARD OF DIRECTORS MEETING**

Agenda: Tuesday, October 11, 2005 6:00 PM Covina Office

- I. Call Meeting to Order
- II. Roll Call
- III. Approval of Minutes
- IV. Staff Reports

A. FINANCIAL:

Roland Navarro
CONTROLLER

- Financial update

B. EXECUTIVE DIRECTOR:

Tomas Fernandez

- Presentation of new administrator.
- Resolution for an ammendment to the program statement.
- Status of Agency's Audit By Dario Villamarin.
- Incident Reports.

C. ADMINISTRATOR

Cynthia Jones

- Placement Statistics.
- Recruitment
- Positions Available
- FCSW issues.

D. HUMAN RESOURCES

Teresa Reta

- Salary Survey
- Status on Personnel Audit

V. Committee Reports

A. Agency personnel changes Michael Brown

B.

C.

VI. Action items

A. Vote on new Board member

B. Executive Director/COO annual review.

C. Plan for distribution of Vision/Principles/Values

D. Other

E.

VII. Discussion to Guide Future Items

A.

B.

C.

D.

VIII. Announcement/Calendar**IX. Adjourn**

REFUGIO PARA NINOS

Foster Family Agency

September 20, 2005

MINUTES OF A MEETING OF THE BOARD OF DIRECTOR(S)
Refugio Para Ninos, Foster Family Agency (the "Corporation") held at 100
N. Citrus Street, Suite 205 on the 20th day of September, 2005.

Chairperson designated Ed Aguirre to call the meeting to order at 6:05 pm.

BOARD MEMBERS

PRESENT: Edward O. Aguirre, Michael Gering, Michael Brown, Judith E. Bean.

ABSENT: Vern Van Voorst, Heather Johnson, Mark Santarsiero.

RPN STAFF PRESENT: Executive Director, Thomas Fernandez;
Controller, Roland Navarro.

GUESTS: Sharon Faulkner

Roll Call / Introductions: Roll call was taken as Board Members introduced themselves. Sharon Faulkner introduced herself to the Board of Directors and expressed her interest in becoming a board member. Sharon currently works in a Residential Treatment Center for adults with disorders.

Motion: Copies of the minutes from the BOD meeting held on August 23rd, 2005 were distributed to Board members for their review. Michael Brown made a motion to approve the minutes as written. Michael Gering seconded the motion. All were in favor and the motion passed.

Staff Reports:

A. Executive Director/COO - Tomas distributed the DCFS's monthly report and the evaluation review results for Refugio Para Ninos to the Board of Directors for their review. The BOD discussed the recommendations by the auditor. Tomas is to respond to the

evaluation results once the final draft is submitted. Tomas distributed and reviewed an Action Plan Strategy proposal for increasing the amount of placements. The BOD suggested possibly assigning recruiting responsibilities to the social workers. Other topics discussed were: changes to the front offices, recruitment of new foster families, cost reduction measures, a new campaign and emphasizing the company vision to all employees.

B. Controller - Roland reviewed the P&L statement, gains and losses, the Merrill Lynch Report and the WCMA Account with the Board.

C. Incident Report - Tomas distributed the Incident Report for 2005 (attached) and reviewed with the BOD. The Board suggested that a resolution/action column be added to the incident report.

Committee Reports:

A. Finance - Michael Brown reviewed the financial status of Refugio Para Ninos and possible strategies to improve recruitment and services provided.

B. Personnel - Ed gave an update on the two new hires (assistants for Roland Navarro and Kris Topaz). Also discussed the high competence of Cynthia Jones' work with organizing and updating data.

C. By Laws - Ed informed the Board that the County has requested that a copy of any amendments to the By Laws be submitted to them prior to finalizing. Ed requested a copy of the program statement from Tomas.

Business Items:

A. Board Size - Ed invited Sharon Faulkner to return to the next Board of Directors meeting.

B. Distribution of Financial Information - Roland discussed the distribution of financial information and limiting it to the Executive Director and Board of Directors.

C. San Bernardino/Rancho Strategies - Michael Brown is to meet with and discuss strategies with the supervisor, Adrian Sanchez.

D. Policy Regarding Employment with a Secondary Agency - Ed discussed concerns with a former RPN employee who may be recruiting RPN families to transfer to their agency. Letters have been sent on behalf of RPN. The Board discussed a conflict of interest with RPN employees working at other agencies. Ed reviewed the company policy of working at other agencies and the statement that is signed by all employees upon hire. Michael Brown suggested having the supervisors follow up with any staff in question.

E. Other - Gayle submitted copies of a Vision/Principles and Values statement for the BOD to review.

Motion: Michael Brown made a motion to adopt the Vision/Principles and Values statement at Refugio Para Ninos. Judith Bean seconded the motion. All were in favor and the motion passed attached.

Meeting With A County Representative: Ed discussed the idea of designating a Board Member to meet with a County Representative to give an update on the agency. The BOD are to discuss at then next meeting.

Meeting officially adjourned at 8:35 pm.

Next BOD's meeting is scheduled for Tuesday, October 18, 2005 at 6:00 pm.

Reviewed and respectfully submitted by:


Judith E. Bean, RPN/BOD's Secretary

Migrate Recorder:

Sophia Hernandez

REFUGIO PARA NINOS FOSTER FAMILY AGENCY

VISION

It is our vision to be an exemplary agency for foster care solutions.

- to provide stable, nurturing, safe environments for our children
- to provide quality, timely support for foster parents and to sensitively address the concerns of the natural parents
- to be an efficient and effective partner with County placement agencies
- to achieve efficient financial performance which supports growth, investment and employee development
- to specialize in keeping sibling sets together and providing after hours service

PRINCIPLES AND VALUES

BE STRAIGHT FORWARD

We are honest and frank in all of our dealings and relationships. We give fact-based objective information whether it's negative or positive.

DO THE RIGHT THING

We lead by example. We respect our vision, search for the best solution, and treat others as we want to be treated. We honor our commitments and take responsibility for our performance. We hold ourselves accountable to do what's right for the agency and our clients.

CLIENT FOCUSED

We think, plan and act to better understand and serve the needs of our clients. We seek to approach their needs in a spirit of generosity, providing comprehensive, high quality service.

TEAM WORK AND TEAM PLAY

We care about each other. We seek to involve, engage and challenge. We celebrate our achievements. We are serious about obtaining results but like to maintain an informal work environment and we appreciate a sense of humor. We are sensitive to the balance of work and home.

EFFICIENCY FOCUSED

We accept responsibility for and handle agency resources as if they were our own and in a way that supports the vision.

CONTINUOUS IMPROVEMENTS

We challenge our conventions. We seek positive improvements. We learn from our successes as well as our mistakes.

EQUAL OPPORTUNITY

We hire, promote and recognize people based on their performance, unique skills and the agency's need.

ENCOURAGEMENT

We promote a management style that is cooperative, encouraging and strength focused rather than critical and mistake focused.

MAKE IT SIMPLE

We keep decision making and communication simple, shared and open. We seek to fix the problem, not the blame.

REFUGIO PARA NINOS MISSION STATEMENT

It is our mission to continue to build a Foster Family Agency in which the well-being of the children and foster families we serve is our highest priority.

It is our mission to continue to build a Foster Family Agency which strives to address the evolving needs of foster care and seeks to provide consistently high quality services.

It is our mission to create a work culture in which respect for the knowledge, creativity and integrity of our employees is implicit and which models a culture of respect for our foster families.

It is our mission to create a work culture in which management is invested in the well-being of employees and in which there is a mutual investment by employees in the well-being of the agency.

It is our mission to create a work culture in which open communication by staff members is a safe directive.

It is our mission to create a work culture of accountability of all employees to their job responsibilities and to the overall goals and vision of the agency.